

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/01/2007</b> <b>Last Review Effective Date: 02/13/2008</b>
<b>SUBJECT: Medical and Utilization Management</b>	<b>SECTION: MM/UM 1.2</b>

**SUBTITLE: CRS Contractors' Encounters Review (Retrospective Review)**

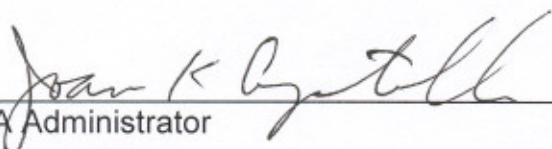

**POLICY:**

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to review the Children's Rehabilitative Services (CRS) Contractors' adjudicated encounters for appropriateness of service and potential quality of care issues.

**PROCEDURE:**

- 1) Review:
  - a) Monthly adjudicated encounters reviewed include:
    - i) Inpatient services (10% sample);
    - ii) Ambulatory surgery (15% sample); and
    - iii) Emergency services (100%)
  - b) Quarterly adjudicated encounters reports include:
    - i) Readmissions within thirty (30) days (100%)
    - ii) Emergency services detailed report (100%)
- 2) The adjudicated encounters are pulled from the CRS Member and Encounter System. The encounter data includes the member's name, beginning and ending dates of service, facility, ICD-9 code, procedure code, discharge date (if applicable), revenue codes, and the claim numbers.
- 3) Areas of review identify whether:
  - a) The condition is a CRS eligible condition;
  - b) Procedures were related to the CRS condition;
  - c) The setting was appropriate; and
  - d) The services were appropriate.
- 4) Medical records are requested by CRSA Medical Management/Utilization Management (MM/UM) staff for questionable diagnoses, procedures, or treatments.
- 5) Potential quality of care concerns are forwarded to the CRSA Quality Management staff and/or CRSA Medical Director for review.
- 6) Monthly status reports on adjudicated encounters are analyzed for trends and presented to the CRSA MM/UM Committee for follow-up discussion and

recommendation as needed.

Approved:	Date:
 _____ CRSA Administrator	<u>2/18/08</u>
 _____ CRSA Medical Director	<u>2/19/08</u>